

**Position:** Security Guard, Visitor Services Dept.

**Employment Status:** Part Time, Hourly, up to 28 hours per week, may require weekend, \$12 per hour

**Job Summary:**

The Houston Museum of Natural Science is currently seeking dependable security professionals with visitor service skills and a strong sense of integrity.

The HMNS Security Guard is critical to the safety and security of the museum's visitors, staff and property, including the priceless objects on display.

Security Guards patrol the museum's grounds, parking facility, galleries, museum store, other public spaces and areas not open to the public.

In interactions with museum visitors, Security Guards provide directions, answer questions and correct conduct in a courteous, professional manner. This position serves as initial responder for incidents and escalates and reports as appropriate.

**Essential Duties and Responsibilities:**

- Responsible for museum opening and closing duties, which include conducting daily inventory of artifacts within the exhibits.
- Monitor visitors, including a high volume of school tours, to ensure proper distance is maintained from objects.
- Facilitate smooth traffic flow throughout galleries.
- Patrol galleries to protect artifacts from theft, vandalism and inadvertent damage.
- Interact with visitors to give directions, information and general assistance.
- Enforce museum and security department policies and procedures.
- Complete written reports of accidents and incidents.
- Operate and maintain mechanical and electronic security devices.
- Provide for the personal safety of staff and visitors.
- Provide security for assigned museum properties and facilities.
- Operate golf cart to monitor parking garage and museum grounds.
- Respond quickly to emergency situations.
- Report security and safety hazards to appropriate authorities.
- Participate in training sessions for safety, first aid, CPR, fire and disaster procedures, and security equipment.
- Serve as a member of the museum emergency response team.
- Assist in emergencies involving visitors or staff, administer first aid (if certified/qualified) and summon medical assistance.
- Observe contractors working on museum property to ensure all are operating within museum safety and security guidelines.
- Other duties as assigned.

**Knowledge, Skills and Abilities:**

- High level of integrity.
- Tactful, polite and courteous in dealing with visitors, staff, vendors, consultants and others.

- Strong verbal skills, particularly for communicating on two-way radio and speaking with visitors.
- Strong writing skills for completing reports.
- Maintain a professional appearance through proper grooming and personal hygiene.
- Excellent record of attendance and promptness.
- Excellent observation skills in order to detect and report unusual behavior or circumstances.
- Alert and able to respond quickly in an emergency.
- Previous experience in security is helpful, but not required.
- Previous customer service experience is highly desired.

**Requirements:**

- At least 18 years old
- High school diploma or GED
- Have reliable transportation for regular and after-hour shifts
- Valid driver's license in order to operate a museum golf cart
- Work overtime hours as required
- Work varied shifts (flexible schedule) as assigned with regularly assigned days off
- Work weekend, after-hour, overnight, special-event and holiday shifts as needed
- Able to stand for long periods of time, walk, climb stairs and lift up to 50 pounds
- Comply with the museum's COVID-19 protocols

**Perks of Working at HMNS Include:**

- Free individual-level HMNS membership
- Free admission to museum exhibit halls, Butterfly Center, Planetarium, Giant Screen Theater and satellite facilities
- Discounted programming including museum summer camp
- Free staff parking
- Predominately daytime hours

**Application Instructions:**

Submit completed application form and optional resume in one of the following ways:

- Online - [www.hmns.org/jobform](http://www.hmns.org/jobform)
- Hard Copy - Print [www.hmns.org/jobformprint](http://www.hmns.org/jobformprint), complete and mail to: HMNS, c/o HR, 5555 Hermann Park Drive, Houston, Texas 77030; or drop off in person at the Museum Service desk

Aplicaciones en español también disponibles. Envíe el formulario de solicitud completo y el currículum opcional de una de las siguientes maneras:

- En línea - [www.hmns.org/jobformESP](http://www.hmns.org/jobformESP)
- Copia impresa – Imprimir [www.hmns.org/jobformESPprint](http://www.hmns.org/jobformESPprint), completar y enviar por correo a: HMNS, c/o HR, 5555 Hermann Park Drive, Houston, Texas 77030; o dejar en persona en el mostrador de Servicio del Museo

No phone calls, please.

HMNS does not respond to inquiries regarding application status.

**The Houston Museum of Natural Science is an EEO Employer.**